


# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ....


**11%**   
**MORE**  
ROADWAY FATALITIES  
THAN LAST YEAR




**33%**   
**FEWER**  
EMPLOYEE-RECORDABLE  
INCIDENTS

 **86%**  
SEAT BELT USE  
IN 2020

## SERVICE ....

 **76%**  
CUSTOMERS  
SATISFIED  
WITH MODOT  
CUSTOMER  
SERVICE

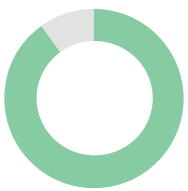
 **8%**  
INCREASE IN  
SOCIAL MEDIA  
FOLLOWERS

 RUSH  
HOUR  
TRAVEL TIMES  
KC:  -12.6%  
SL:  -19.9%

 **94%**  
PROJECTS  
COMPLETED  
**ON TIME**

## STABILITY ....

 **11%**  
EMPLOYEE  
TURNOVER  
PROJECTED FOR FY20

 **91%**  
MAJOR  
HIGHWAYS  
**IN GOOD  
CONDITION**

 **893**  
BRIDGES  
IN POOR  
CONDITION